

EMERGENCY TELEPHONE SERVICE COMMITTEE MEETING
Ralph A. MacMullen DNR Conference Center
Higgins Lake, Michigan
September 6, 2000

1:00 p.m.

MINUTES

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Dale Berry	Michigan Association of Ambulance Services
Ms. Suzan Hensel	Assn. of Public Safety Communications Officials
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Ms. Suzanne Springsteen	Telecommunications Association of Michigan
Lt. Mike Zorza, rep. Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Steve Todd	National Emergency Number Association
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Tpr. David DeVries	Michigan State Police Troopers Association
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. Scott Temple	Commercial Mobile Radio Service

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 1 p.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the July 26, 2000, ETSC meeting. A vote was taken and the MOTION CARRIED.

REPORTS

A. REPORT OF THE CHAIR

New Members

Mr. Dale Berry from Huron Valley Ambulance was welcomed to the committee as the new representative for the Michigan Association of Ambulance Services. Mr. Berry replaces Mr. Don Adams.

Mr. Steve Todd, Ottawa County Central Dispatch Director and President of the Michigan Chapter of NENA (National Emergency Number Association), attended this meeting in place of Mr. Nate McClure, who recently resigned. The NENA Board of Directors will appoint its new representative to the ETSC at its next meeting.

Article for Michigan Sheriffs' Association (MSA) and Michigan Association of Chiefs of Police (MACP) Newsletters

Lt. Colonel Madden advised that his office is drafting an article regarding wireless E9-1-1 implementation in Michigan for submission to the MSA and MACP newsletters. Chief Paul Trinko asked that the article also be forwarded to the Michigan Association of Fire Chiefs.

Second Quarter Distribution of Funds

The second quarter distribution of funds was mailed to eligible counties on August 31. Third quarter payments are expected to be distributed around October 31, 2000. Amounts for third quarter distribution should be known by the end of September.

Surcharge Renewals

Ionia, Tuscola, Clinton, and Marquette counties were congratulated on passing 9-1-1 millage renewals in their August elections.

Mailing to County Commissioners; County 9-1-1 Coordinators; and PSAP Directors

As directed by the committee at the last meeting, correspondence was sent to the above-listed groups explaining the requirements for second year certification. Included with the letter were the documents prepared by the Wireless Implementation Subcommittee—the sample letter of a formal request for Phase I implementation; the wireless implementation checklist; and the draft service agreement. These documents may also be viewed on the ETSC website. Committee members and attendees were provided with a listing of counties that shows the date each requested Phase I service and the date Phase I service was implemented. Updates and corrections to this list should be forwarded to Ms. Linda Cwiek or Ms. Denise Fox.

Accounting of Wireless Funds

It was asked at the last meeting if the Department of Treasury has indicated if wireless funds need to be accounted for separately. Treasury is drafting a letter to counties regarding wireless E9-1-1 accounting and auditing. They have volunteered to include with this letter the list of allowable expenditures and any wording approved by the ETSC regarding auditing. Mr. Todd asked how counties with multiple PSAPs distribute their wireless funds and how they plan to audit. Responses received: in Genesee County the county comptroller distributes the funds to PSAPs based on population; Wayne County uses 1990 census figures to distribute their funds to PSAPs by population; and Oakland County is distributing radio equipment to its PSAPs (based on need) rather than cash.

B. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. Nate McClure provided this report and advised that the subcommittee was able to come to general agreement on all but a couple of issues. The subcommittee recommends:

1. Minimum training and certification standards be adopted.
2. Initially, only basic telecommunicator training which complies with APCO Project 33 standards will be funded.
3. Agencies be encouraged to adopt a policy that all newly hired telecommunicators successfully complete a training program meeting the adopted standards before assignment in any capacity where the telecommunicator is allowed to answer emergency calls or is in a position to make dispatching decisions, except as part of a formal communications training officer (CTO) program.
4. PSAPs be encouraged to adopt a formal CTO program as part of their training process.
5. **IF** a PSAP authorizes emergency first aid instructions over the telephone or radio, its employees should be trained to levels consistent with the American Society for Testing and Materials (ASTM) Standard F1258-90 *Standard Practice for Emergency Medical Dispatch* and have immediate access to approved emergency medical guidelines or materials.
6. Advanced or refresher telecommunicator training is recommended at least every five years.
7. In-service training is strongly recommended and encouraged.
8. Supervisory and management training for 9-1-1 supervisors and managers should be strongly recommended and encouraged.
9. MCOLES will develop a database to maintain individual telecommunicator information.
10. As soon as feasible, efforts should begin to modify the existing legislation to mandate training standards.

The subcommittee is continuing discussions on whether reimbursement from the Training Fund should be limited to tuition costs only or expanded to include other related costs such as travel and supplies. Lt. Colonel Madden advised that MCOLES has expressed some concern about the subcommittee's recommendations. The subcommittee will meet with Mr. Ray Beach, Executive Director of MCOLES, or his representative to discuss these concerns and then report back to the full committee at its next meeting. Lt. Colonel Madden thanked the subcommittee for their continuing efforts on this project.

C. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Suzan Hensel advised that the subcommittee met on August 23 for the purpose of creating a list of acceptable, allowable expenditures of wireless 9-1-1 surcharge funds for PSAPs. The list is intended to be used "by way of example" to provide guidance to PSAPs and should not be considered all-inclusive. Considerable discussion followed.

Several questions were asked about documentation of expenditures and the difficulty in separating wireline from wireless costs in some areas. While it is generally accepted that the number of wireless 9-1-1 calls is continuing to increase, the exact percentage of time spent handling wireless calls is difficult to determine. Many counties have reported that their share of the wireless funds will not be enough to cover their costs and they will have to rely on wireline funds to supplement. Lt. Colonel Madden stressed the importance of documenting how wireless funds are spent. P.A. 32 of 1986, as amended, requires the ETSC to provide in its annual report to the Legislature the "actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act" and "a detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act." Counties will be asked to provide this information to ETSC each year.

The following questions regarding use of county wireless E9-1-1 funds were asked by members of the audience and responded to by various members of the ETSC or Wireless Implementation Subcommittee:

Q: Can these funds be used for "operation" as well as "implementation"?

A: Yes. Funds may be used for both the implementation of wireless E9-1-1 and its continued operation.

Q: Can these funds be used to supplement Dispatcher Training Funds?

A: Yes.

Q: Can these funds be used for costs associated with maintaining the local policy board that oversees the 9-1-1 operation on behalf of the county (travel, etc.)? Also, several counties are assessing indirect fee costs for programs (processing of paychecks, computers, etc.). Is that allowable?

A: Dispatch centers have to write payroll checks, negotiate contracts, pay insurances, etc. Whether it's a direct cost for them or they have to reimburse the county, this should be allowable as it is directly attributable to the operation of the center.

Q: If a primary PSAP chooses to fund a secondary PSAP within the guidelines of these allowables, is that acceptable?

A: This question generated much discussion. Some individuals felt that if a primary PSAP decides it is in its best interests, and if the secondary PSAP is identified in the final 9-1-1 plan as a secondary PSAP, the primary PSAP should be able to fund the secondary PSAP. This should not be a requirement, but should be left to the discretion of the county, possibly through a vote of the county board. This same issue could be raised regarding wireline monies. Nothing in the Act says that secondary PSAPs have to be served unless it is addressed in the county's final 9-1-1 plan.

Q: Do allowable facility costs include back-up centers?

A: Yes. This is addressed by including the words "except for that portion housing the 9-1-1 center or back-up center" under the Disallowed column. Back-up centers are different from secondary PSAPs.

Q: Can a county/PSAP hold funds in escrow until they have enough to pay for the equipment they need (such as a new telephone system)?

A: Yes.

Q: Will the ETSC provide an example of what they want the annual audit to look like?

A: The committee will probably not do this for the first year as it is not yet sophisticated enough. This will be left to the county comptroller, treasurer, and/or auditor, with guidance from the Department of Treasury. The list of allowable expenditures and the Act should provide sufficient guidance to county auditors. After the Committee goes through the first year of accounting, it may be able to more accurately identify what it needs.

Concern was expressed about the many counties that do not participate with the ETSC or the Michigan Communication Directors Association. They will be unaware of the need for accounting of these funds. Lt. Colonel Madden advised that the ETSC has sent multiple mailings to all counties and PSAPs regarding the activities of the ETSC in an effort to inform them.

This list is a living document that will change with time as circumstances change. It is acknowledged that over time wireless will become the primary source of 9-1-1 calls and the method of funding will have to change to accommodate this.

MOTION by Mr. Todd, seconded by Mr. Nystrom, that the ETSC receive this document as advisory guidelines and distribute it to PSAPs as an advisory document. MOTION PASSED UNANIMOUSLY.

DISCUSSION

A. SUBCOMMITTEE MEMBERSHIP AND BYLAWS

Lt. Colonel Madden stated that the increasing responsibilities of the ETSC warrant a close review of how its subcommittees are established, who can serve on them, and who can vote. MOTION by Lt. Colonel Madden, seconded by Mr. Todd, that the Policy Subcommittee be assigned the task of developing guidelines for the full committee's approval on subcommittee membership and who has the power of vote. MOTION CARRIED.

PUBLIC COMMENT

Cellular Phones Programmed to Dial 9-1-1

Mr. James Fyvie, Clinton County Central Dispatch, reported a recent survey within his center revealed that they are receiving approximately 20 calls per day from cellular phones where the automatic 9-1-1 dial feature was accidentally activated without the owner's knowledge. This leaves the Dispatch Center with an open line with no caller on the other end. Mr. Paul Rogers, Eaton County Central Dispatch, advised that he attended a NENA critical issues forum recently where this was discussed. At this conference it was reported that, in some areas, up to 50% of the cellular calls are these "silent" 9-1-1 calls. The Cellular Telecommunications Industry Association (CTIA) is aware of this issue and recognizes that, while the automatic dial button was well intended, it has proven to be a problem. Steps are being taken to correct this in future phones, but it will be some time before the improved technology is in place. Nextel, which has been one of the major offenders, is offering to fix existing phones and recently put a flyer in with their monthly statements in an effort to increase public awareness.

3-1-1

Ms. Catherine McCormick, Community EMS, provided information about a recent controversial police shooting in Detroit. It supposedly took the EMS unit 28 minutes to arrive at the scene. The Detroit Fire Commissioner, Charles Wilson, is reportedly pushing for 3-1-1 to be used as the primary number for fire and EMS calls. Detroit currently uses 3-1-1 for nonemergency police calls. Mr. Hunt pointed out that 3-1-1 has been designated at the national level by the Federal Communications Commission for non-emergency use. It cannot be used at the local level for emergency calls.

NEXT MEETING

Wednesday, November 29, 2000, beginning at 10:00 a.m. the Michigan State Police Training Academy, 7426 North Canal, Lansing, Michigan.

The meeting adjourned at 2:25 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee

